# CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: PW0785			
Classification Specification: TECHNICAL ANALYST			
Salary Range: NR37			
Position Description: Operations Technical and Project Analyst			
Incumbent:			
Location: Public Works/Operations - Engineering/Technical Services Section			

#### **GENERAL PURPOSE:**

Under the direction of the Engineering Supervisor, or designee, the incumbent oversees and performs a variety of specialized and technical duties in the operation and maintenance of the City's Hansen Infrastructure Maintenance Tracking System to support the City's Public Works Operations Division; coordinates the department's training and safety program; and coordinates and oversees the department's emergency management planning. The incumbent also provides assistance and recommendations to the Operations Manager and section Superintendents as necessary.

Work is characterized by professional-level expertise in the technical and administrative duties necessary for support of the City's Public Works Maintenance Operations. Duties include, but are not limited to, responsibility as the division's functional specialist in assisting the Information Technology staff in troubleshooting and maintaining the Hansen IMS system; acting as liaison between departments and I.T. staff for Hansen system modifications, questions, and/or operating processes and procedures; writing intermediate reports and modifications; and providing information and reports to management to assist in Operations management decisions. The incumbent also coordinates training programs for Public Works Operations staff for certifications, recertification's, licenses, and CEU's; coordinates the department's safety program to include, but not limited to, monthly inspections and corrective actions. The incumbent provides support and assists the Public Works Operations and its personnel with computer and software related issues; coordinates, writes, and updates the department's emergency management plan with the EMC as assigned; provides training for the DOC and Communications Center personnel; attends meetings, including those that pertain to emergency management; provides technical expertise and input in the operations of the City's Utilities systems.

Work is performed with limited supervision. The supervisor sets the overall objectives and resources available. The incumbent and supervisor work together to develop the deadlines, projects, and work to be completed. The incumbent is responsible for the work, plans and carries out the assignment, resolves most

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conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. The incumbent keeps the supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Act as the functional specialist in the support and operation of the City's Hansen IMS system. This includes coordination of the database by giving direction in defining table codes relating to inventory, maintenance activity, procedures, definitions, and asset ID's; tracking system licenses and seat usage; maintaining the system security module and employee access modules; and maintaining the Public Works Operation maintenance tracking database, as well as documenting maintenance schedules and procedures.

Provide leadership in the use and application of the Hansen IMS system. Act as liaison between Information Technology, the software program vendor (the Hansen Company) and department users to answer questions, resolve system errors, and operating complications; and provide direction to data input personnel for proper data tracking and entry, as well as the operation of the Hansen system.

Validate Finance and Public Works Operations data to track maintenance activities for utilization in forecasting workload and equipment requirements, strategizing maintenance or replacement of City utility systems, generating work orders, defining capitalized inventory value, and tracking department performance; and provide annual summary of maintenance costs for all sections within Public Works Maintenance Operations.

Ensure data synchronization between all databases (i.e. Fieldworks and host database) and schedule weekly uploads and downloads; modify reports; and write simple reports.

Schedule and install system updates, patches, and corrections when provided by the Hansen Company, working with the software vendor to track and resolve host system and Fieldworks program errors.

Develop, coordinate, track, and maintain Public Works Maintenance Operations' training records; coordinate with Risk Management and the Fire Department for training and scheduling of safety classes as needed or required; act as the Respiratory Protection Program Administrator; and document certifications, recertification's, licenses, CEU's, and other mandatory training requirements for all Public Works Operations Personnel.

Develop Public Works Maintenance Operations' standards for specific safety programs and ensure adequate training for personnel in those programs (i.e. excavation, heavy equipment operation); coordinate monthly inspections and corrective actions.

Coordinate, schedule, and facilitate Random Drug/Alcohol Testing procedures

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and driving tests for Public Works Operations, Parks Department, the Golf complex, Fire Department maintenance, and other City of Kent department personnel who hold a (CDL) Commercial Drivers License.

Coordinate and oversee the Public Works Maintenance Operations' emergency management program and the shops security in conjunction with the Facilities Maintenance section; function as DOC coordinator and Communications Center Supervisor; provide training for the DOC and Communications Center personnel; give direction and coordinate with Engineering Division DOC personnel; maintain the Engineering Division DOC manual.

Create and maintain files, documents, procedure manuals, and spreadsheets as assigned; and prepare Standard Operating Procedures as assigned or needed as they relate to safety, security, and emergency management issues within Public Works Operations.

Assist in establishing and coordinating an annual work plan for Engineering/Technical Services section.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

# PERIPHERAL DUTIES:

Perform related duties as assigned.

The incumbent may also chair/conduct/attend meetings as needed and serve as a member of various City committees and taskforces as directed by supervisor.

# KNOWLEDGE, SKILLS, AND ABILITIES:

#### KNOWLEDGE OF:

- Principles, practices, and standards of utility maintenance operations
- Municipal government policies, procedures, and structure; and applicable local, state, and federal laws, codes, regulations, and ordinances
- Modern office practices, procedures, and equipment including personal computers and related software such as word processing and spreadsheets programs
- Hansen Technology Systems or other relevant Information Management Systems
- Recordkeeping techniques
- Research and analytical methods, practices, and procedures
- Correct English grammar, spelling, punctuation, and vocabulary
- Effective oral and written communications skills
- Principles and practices of training and public speaking
- City organization, operations, policies, and objectives
- Health and safety regulations

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### SKILLED IN:

- Effectively using oral and written communication skills
- Operating specialized computer program and/or software
- Prioritizing and solving difficult problems in a logical, efficient manner
- Effectively using interpersonal skills in a tactful, patient, and courteous manner
- Effectively using research and analytical methods
- Writing reports, business correspondence, and procedure manuals
- Effectively presenting information and responding to questions in one-on-one situations and from groups of managers, employees, and the general public
- Using proper telephone techniques and etiquette to assist a diverse assortment of individuals and inquiries

#### **ABILITY TO:**

- Compose, proofread, and edit general correspondence and reports including letters, memoranda, etc.
- Establish and maintain effective working relationships with other employees, supervisors, and the public
- Read blueprints, maps, schematics, and plans
- Make good observations, use initiative, and resourcefulness in resolving system complications
- Write legibly, understand, and carry out moderately complex oral and written instructions
- Read, interpret, apply, and explain codes, rules, regulations, policies, and procedures
- Read, comprehend, analyze, apply, and explain general business correspondence and journals, technical procedures and policies, procedures, and regulations
- Perform mathematical skills, including algebraic functions, percentage calculations; and add, subtract, multiply, and divide
- Apply common sense understanding to interpret and carry out a variety of instructions furnished in written, oral, diagram, or schedule form; resolve practical problems; and deal with a variety of variables in situations where only limited standardization exists
- Analyze complex and technical maintenance and financial documents
- Learn other computer programs as necessary
- Train, lead, and motivate staff
- Effectively use interpersonal skills using tact, patience, and courtesy in daily tasks
- Analyze situations and adopt an effective course of action
- Coordinate multiple projects concurrently

# EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in computer database management, Management Information Systems, maintenance operations support, or a related field; and

Experience: Five (**5**) years of increasingly responsible experience in a related field which would provide the incumbent with experience in municipal public works maintenance operations support and data management.

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Or:

In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

# LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State Driver's License, or the ability to obtain within thirty (30) days of employment
- Valid First Aid/CPR Card, or the ability to obtain within six (6) months of employment
- New employees must successfully pass the City's pre-employment driver's records check; successfully complete the City's Defensive Driving Course; and all employees must maintain an excellent driving record
- Necessary NIMS certifications, or the ability to obtain within twelve (12) months of employment

# MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer and related software, telephone, fax machine, copy machine, calculator, and projector.

The incumbent may also be required to operate a City vehicle.

## PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and ability to adjust focus.

## **WORKING CONDITIONS:**

Work is performed in a typical indoor office environment; however, some work is performed in an outdoor environment subject to driving to several different sites. While performing the duties of this position, the incumbent may be exposed to noxious odors, outside weather conditions, confined spaces, uneven terrain, different heights and depths of surfaces, moist/damp surroundings, vehicle traffic, and individuals who are irate or hostile. The noise level in the work environment is usually moderate in the office and loud to very loud in the field.

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Incumbent's Signature	Date	Supervisor's Signature	Date
Approval:			
Department Director/Designee	Date	Employee Services Director/Design	ee Date

\*\* Note: This document will be reviewed and updated annually at the time of

the employee's performance appraisal; when this position becomes

vacant; or, if the duties of this position are changed significantly.

Revised: 04/27/06; 3/3/08